

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Marsh Bellofram Corp

West Virginia Manufacturing Extension Partnership

MARSH BELLOFRAM CORPORATION EARNS COVETED ISO 9000 CERTIFICATION

Client Profile:

Marsh Bellofram Corporation of Newell, West Virginia houses two divisions in the same plant. The Diaphragm division manufactures fabric-reinforced elastomeric diaphragms, and the Precision Control division manufactures air regulators, electro-pneumatic traducers, air cylinders, and diaphragm seals. These products are sold globally to widely diversified industries. The company employs 400 people.

Situation:

Marsh Bellofram had already obtained certification to the ISO 9002 standard, but needed to upgrade its quality management system to comply with the revised ISO 9001:2000 standards. ISO 9000 certification is a voluntary, global quality management standard that requires facilities to document their processes and quality-related activities, monitor the overall system to ensure its effectiveness, and provide evidence of quality system management on a regular basis to a third-party registration body. To maintain its certification, Marsh Bellofram had to modify quality and procedural documentation and enhance internal company practices. The company contacted the West Virginia Manufacturing Extension Partnership (WVMEP), a NIST MEP network affiliate, for assistance.

Solution:

WVMEP conducted an on-site review of Marsh Bellofram's quality documents, including the quality manual, procedures, and work instructions, in comparison to the revised ISO 9001:2000 standard. Based on this review, WVMEP provided Marsh Bellofram with recommendations for upgrading its quality management system to meet the new certification requirements.

First and foremost, WVMEP recommended defining and monitoring quality and business objectives as an integral part of any quality management system. WVMEP also urged Marsh Bellofram to include practices for continuous improvement, monitoring and measuring customer satisfaction, and measuring customer perception in its revised manual and procedures.

Marsh Bellofram made the recommended changes and has maintained its ISO certification.

Results:

- * Modified company practices to include new requirements.
- * Updated quality documentation to reflect modified practices.
- * Maintained ISO certification.

Testimonial:

"We made it through our ISO 9001:2000 audit recently and had seven minor audit findings. We will be approved pending completion of those items as usual and overall it was a great success. The West Virginia Manufacturing Extension Partnership's review of the quality assurance manual helped with the finer points we needed to put in place to assure overall compliance to the new standard."

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Daniel Tuck, Diaphragm Engineering Manager